

CITIZEN SERVICE REPRESENTATIVE

DISTINGUISHING FEATURES

The fundamental reason the Citizen Service Representative position exists is to work within a flexible matrix environment entailing the support of peer workers; service the needs of citizens at large, including internal and external customers, while continually striving to exceed customer expectations. This classification does not supervise and is found citywide. The Citizen Service Representative is distinguished from the Citizen Service Assistant by the higher level of work performed and additional skills and abilities required. Work is performed under general supervision of an assigned supervisor.

ESSENTIAL FUNCTIONS

Resolves difficult and sensitive citizen inquiries and complaints pertaining to violations, policies and procedures.

Responds to situations requiring extensive knowledge of city ordinances and policies.

Uses a wide variety of complex computer programs and operates an assortment of other office equipment including multiple-line telephones, two-way radios, paging systems, copier and FAX machines. Organizes and maintains disc storage and filing.

Retrieves, inputs, and monitors customer data and history by accessing numerous computer screens.

Performs the more complex accounting work in the division.

Responsible directly or indirectly for large sums of money, either through justifying payments or invoices or through collection of fees.

Works with minimal supervision, taking ownership for the completeness and accuracy of day-to-day work.

Seeks out innovative methods to streamline and improve processes.

Assists directors, managers, and other staff with presentations, spreadsheets, complex reports and graphics using advanced computer skills. Prepares a variety of complex statistical and narrative reports.

Supports other staff members and, as a team player, assists other personnel with their job duties

Complete special projects as assigned.

Attendance and punctuality are essential functions of this position.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Microsoft Office products.

Business English, grammar, spelling, and arithmetic as well as accounting procedures.

Ability to:

Follow written and/or verbal instructions; and to effectively and courteously communicate with irate customers, often under stressful circumstances.

Use a personal computer, a variety of complex computer programs, and other office equipment essential to performing daily activities that require continuous and repetitive arm or hand and eye movement.

Operate telephone and radio communications equipment properly.

Use visual and manual dexterity skills.

Establish and maintain effective working relationships with co-workers, supervisors, other departments and the general public.

Communicate effectively, both orally and in writing, with co-workers, supervisors, and the general public.

Demonstrate the willingness to assume ownership in completion of assigned tasks.

Education & Experience

Three years of recent clerical or secretarial experience and at least one year of direct customer service experience resolving various levels of customer services needs. Skilled in providing superior customer service to both internal and external clients.

This is a skill-based position. To qualify for this level, employees must meet the skill and knowledge requirements. Typically, one year as a Citizen Service Assistant satisfies this requirement.

Requires possession of a valid Arizona Driver's License with no major driving citations in the last 39 months.

FLSA Status: Non-exempt

HR Ordinance Status: Classified